

# GREAT ESCAPE BOOKING TERMS AND CONDITIONS

For this terms and conditions,

- COMPANY means Escape Games Ltd t/a Great Escape,
- WEBSITE means [www.greatescapethegame.co.nz](http://www.greatescapethegame.co.nz) or [www.greatescape.nz](http://www.greatescape.nz),
- YOU means the visitor of the WEBSITE and the person making the booking,
- GAME means the services provided by the COMPANY
- BOOKING means this agreement in which YOU reserve a time slot for the GAME of the COMPANY

## CONDITIONS OF THE BOOKING

You warrant and declare that you are at least 18 years of age and possess the legal authority to enter into this agreement and to use the booking system in accordance with all terms and conditions herein.

You are responsible that all members of your team adhere to the terms and conditions of this BOOKING.

You also warrant that all information supplied by you in the booking system is true and accurate. If you provide false contact details that we cannot contact you on, your booking will be cancelled immediately.

Without limitation, any speculative, false, or fraudulent booking or any booking in anticipation of demand is prohibited.

You enter the COMPANY's premise and play the game on your own responsibility and consent.

You play the GAME at your own risk. If you have any medical conditions or you are pregnant, it is your decision if you can play or not. COMPANY cannot be held liable for any injury, damages or otherwise.

No participant of the GAME can be under the influence of alcohol or any drugs. The COMPANY has full power to deny access or remove you if COMPANY thinks that you are under the influence of alcohol or drugs.

You are not allowed to play the game if you have infectious disease and/or you would be a threat to others' well being.

You are not allowed to climb on the furniture or use physical force to solve puzzles.

You are not allowed to open lock without the right key or the correct code. (No "lock picking" is allowed.)

You are not allowed to play the game in a way that endangers your or any other participants' safety and well being.

It is forbidden to take in to the GAME any weapons, knives, scissors, pepper spray etc., objects that could cause harm to others.

Food and beverages cannot be taken into the game rooms.

Smoking is prohibited at the premise of the COMPANY.

The length of the GAME is 60 minutes which cannot be extended if you do not escape within the given time.

## COMPOSITION OF THE TEAM

The GAME is primarily designed for adults. However some children can be a valuable member of your team. In certain situations and composition an all children plus 1 or 2 adult team might also be successful.

The GAME can be played by minimum 3 people. Smaller teams will not be granted entry.

The minimum age to play the game in a family group is 9.

Each team has to have at least 1 adult participating.

The minimum number of adults per team size are:

- 3 person team: all members of the team must be an adult (over 18)
- 4 person team: minimum 2 adults in the team (one of them must be a parent of at least one of the children).
- 5 or more person teams

- minimum 1 adult in the team who has to be a parent of one of the children. All kids must be minimum 12 years of age
- or minimum 2 adults in the team of which one has to be the parent of one of the children. All kids must be minimum 9 years of age

Adult must supervise kids all time. Adults are responsible for the actions of the kids. If the COMPANY thinks that the behaviour of the children can endanger their own, each others or the equipments' safety, the COMPANY has all the power to remove the whole or part of the group from the room.

Young adult groups: if the oldest member of the team is younger than 25, every participant have to be older than 18 years of age.

### **ARRIVAL TO THE GAME**

You must arrive to the GAME's location on time. If you are more than 10 minutes late, your GAME will have to be cut shorter. You will have to leave the game room 15 minutes prior to the next booked GAME after yours.

### **LANGUAGE OF THE GAME**

The language of the game is English. Although most puzzles are not language specific, some puzzles require some level of English.

### **PHOTO AND VIDEO IN THE ROOM**

You are not allowed to record any video, audio or take photo in the rooms. If you do, COMPANY will remove you from the GAME immediately and you will have to delete the recording.

### **REFUSED ENTRY AND REMOVAL FROM THE GAME**

COMPANY can refuse you to enter the GAME or remove you from the GAME if you or any of the team members violate any point of this terms and conditions.

You will not be refunded if you are refused entry or removed from the room because of violating any points of this terms and conditions.

### **CANCELLATION AND CHANGING A BOOKING**

Any single room booking can be cancelled or modified by calling the phone number of the COMPANY found on the WEBSITE. No BOOKING can be cancelled or modified less than 24 hours before the game. Full price is payable if a GAME is cancelled or modified within 24 hours of the scheduled time slot.

Bookings for multiple rooms for the same group on the same day can be cancelled 1 week before the game. No such BOOKING can be cancelled or modified less than 1 week before the game. Full price is payable if a GAME is cancelled or modified within 1 week of the scheduled time slot.

If for a booking for multiple rooms for the same group not all expected players turn up and the group doesn't need all booked rooms, payment is still necessary for all the booked rooms and no refund will be given or - if not paid in advance - payment still have to be made for all booked rooms.

### **CREDIT CARD DETAILS TAKEN FOR SECURING A BOOKING**

Unless a booking is already paid for, COMPANY can request YOUR credit card details (credit card number, expiry date, 3 digit security code) for confirmation of the booking. In such a scenario the credit card will not be charged prior to the game unless YOU request COMPANY to do so.

The credit card will be charged however if the above rules of "CANCELLATION AND CHANGING A BOOKING" have been violated.

### **DELETED BOOKINGS**

If you, during the booking process, provide false name or fictitious contact details that COMPANY cannot contact you on, COMPANY will delete your booking and no refund or compensation will be given.

### **PAYMENTS AND REFUNDS**

Payments must be made before the GAME.

Bookings for multiple rooms for the same group have to be paid within 3 days of the booking in full.

Payments can be made with EFTPOS, credit card or cash at the location of the GAME.

No refunds once the GAME is paid for.

You will not be refunded if you are refused entry or removed from the room because of violating any points of this terms and conditions.

### **FORCE MAJOR**

The COMPANY is not responsible if you cannot play the GAME due to an event outside of the control of the COMPANY. These events include but not exclusive to:

- natural disaster
- power outage
- some part of the GAME (clues, props, computers, etc) breaks and becomes unusable
- COMPANY representative can't get to the game due to road closure or similar
- COMPANY is not responsible for any errors or mistakes in the BOOKING or lack of it if it is caused by the third party booking system.